

Thursday, 6 February

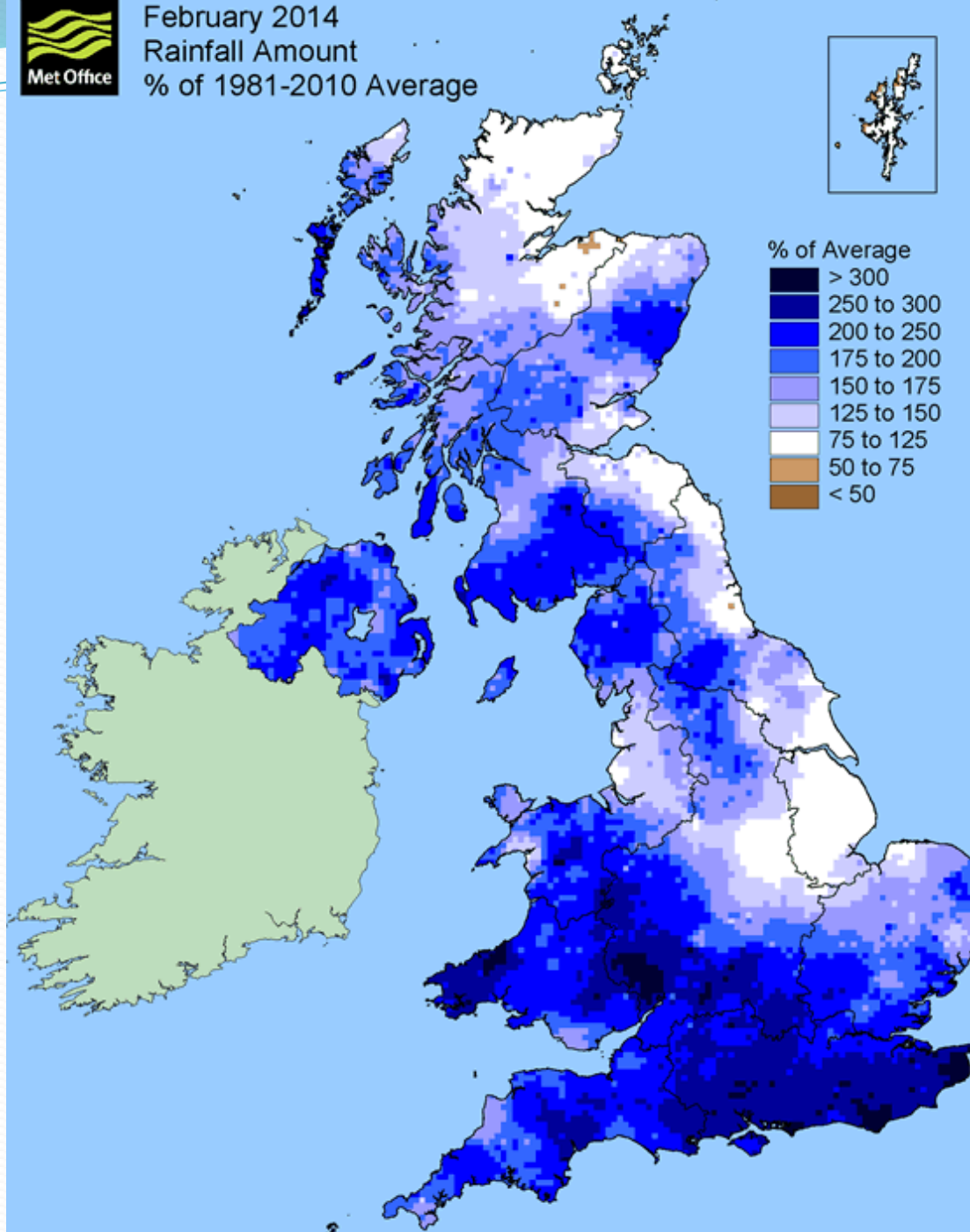
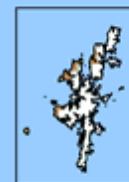
- Aware of flooding and weather warnings
- Community Development / Environmental Health teams visits
- Messages via social media to encourage residents to be prepared.

Monday, 10 February

- Likely to be a larger flooding incident
- Forecasters anticipating the floods to be similar or worse than 2012.
- Depot team filling and distributing sandbags to vulnerable residents (in line with the Sandbag Policy)
- Officers liaising with flood wardens
- Local press interest
- Regular updates to website and social media sites.
- Media requests
 - sandbag machine at the depot in Cheltenham
 - sandbag locations in Tewkesbury.



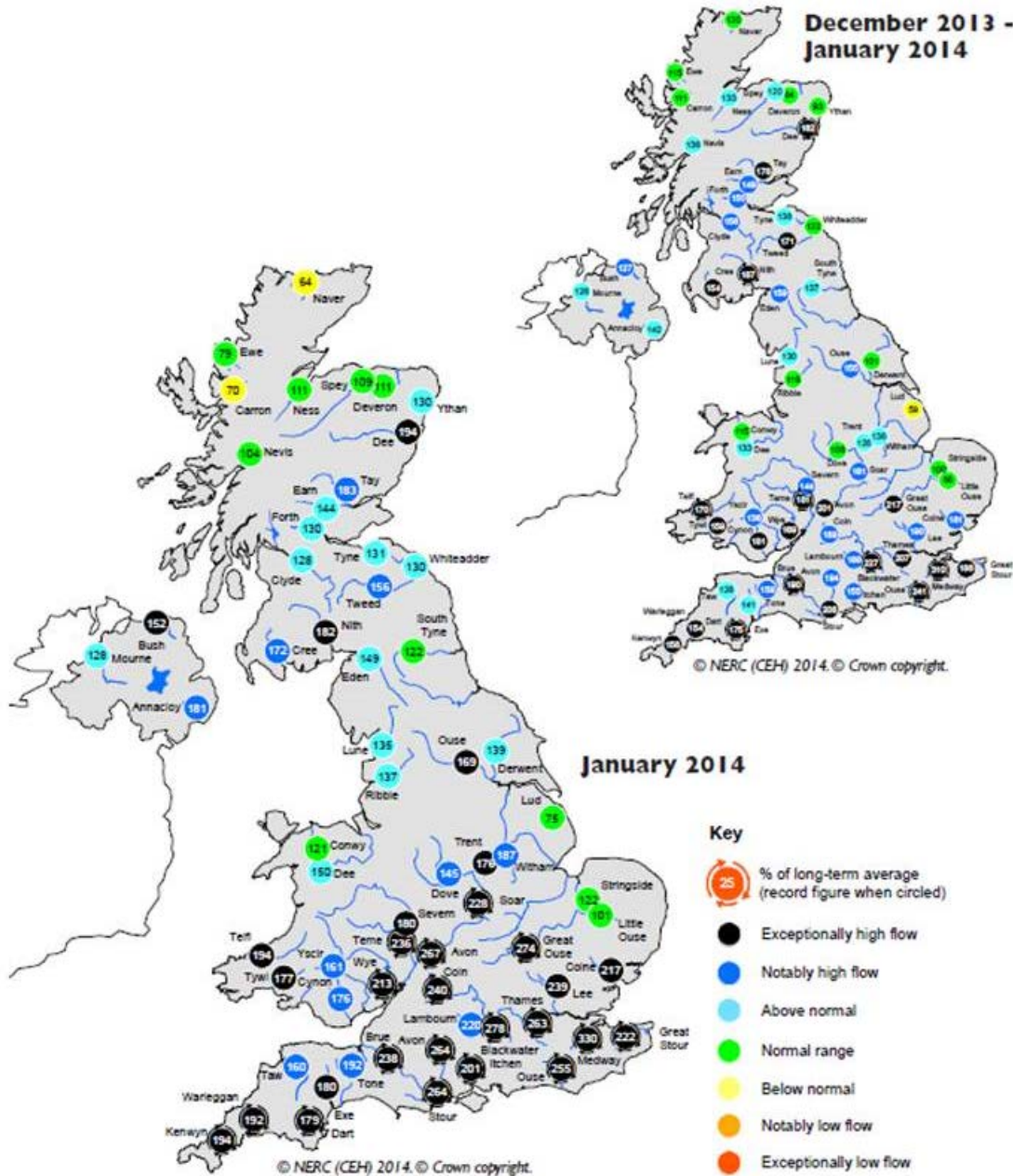
February 2014
Rainfall Amount
% of 1981-2010 Average



Tuesday, 11 February

- Operations area to handle incoming calls
- List of vulnerable and already-affected properties across the borough.
- Free, filled sandbags to areas in need and vulnerable residents.
- Strategic sandbag locations were set up across Tewkesbury
- Sandbag security
- Regular calls to parishes and flood wardens.
- Gold and silver emergency response daily tele-conferences
- Full management team meet daily
- Press interest – Channel 4, Sky News, ITV, BBC Points West, BBC Midlands Today, Glos Echo, The Citizen, Breeze FM, Heart FM and BBC Radio Gloucestershire.
- Daily flood update bulletins

River flow ... River flow ...



Wednesday, 12 February

- Full operations room established in Committee Room 3.
 - Emergency planning liaison officer.
 - Operations room manager
 - Communications team leader
 - Four members of staff to respond to and log calls
- Calls
 - Evacuations
 - Food supplies
 - Sandbags.
- Joint operations
 - Fire and Rescue
 - SARA
 - Police
- Press calls taking place until late evening
- 200 more followers on Twitter.

Thursday, 13 February.

- Military offer to help
- Sandbag operation at Imjin Barracks
 - 2,000 sandbags per hour
- Offers of sandbag deliveries from Doncaster and other areas.
- Operations room visits
 - Members
 - MP
 - Police and Crime Commissioner







Saturday, 15 February

- Operations room fully staffed all day
- Daily support calls were made to areas affected by the floods
- Requests for assistance responded to
 - Tewkesbury Foodbank; 25 bags of food for properties in Sandhurst
 - Officers went out via a SARA boat to the properties.

Sunday, 16 February

- Officer carried out site visits in the Tirley/Haw Bridge area
 - Waded through water with the army and the local flood warden to access residents
 - Provided support and see if they needed food parcels.
 - SARA was called to help evacuate a property.





2 BELLEVUE

2

17/02/2014



17/02/2014



17/02/2014



Monday, 17 February

- Food welfare continued
- Daily calls to vulnerable residents, flood wardens and parish councils continued
- Reassurance calls to residents worried about their situation.
- Two officers making visits to flooded areas to assess the water levels and the impact in each area.
- 10,000 sandbags delivered

Tuesday, 18 February

- 100 phone calls to affected residents, flood wardens and vulnerable people over the two days.
- Calls for sandbags reduced

Wednesday, 19 February and beyond

- Scale back the operations room
- Recovery phase introduced
 - door-to-door visits to flood-hit properties
 - leaflets on financial support available from government
 - advice from Public Health England
 - general flood advice.
 - Asking about support needed for clear-up work
 - Work covered by ITV
- Visits by DCLG civil servants (June)
- Visit by Baroness Kramer (July)

Recovery

- Free flood-damaged goods collection service to all homes affected by flooding
- Help with clear up process
 - focus on residents, roads, and open spaces/playgrounds.
 - Screwfix, Morrisons and others
 - Spades, wellies, mops buckets, wheelbarrows and tinned food.
- Belwin Scheme
- Support from the public and organisations
 - Community Payback Scheme
 - Safe at Home
 - Lloyds Bank
- Grants and other financial assistance

Summary of Government Support

- Bellwin Scheme
- Severe Weather Recovery Scheme (not eligible)
- Farming Recovery Fund
- 'Repair and Renew' grant
- Business Rate relief
- Council Tax relief
- Business Support Scheme
- Support for Tourism Industry
- Time to Pay
- Banking Sector Support